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August 29, 2000

**By Email & U.S. Mail**

Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
One South Station  
Boston, MA 02110

Re: **D.T.E. 99-271**

Dear Secretary Cottrell:

Rhythms Links Inc. ("Rhythms") hereby submits its responses to the record request posed by the Department at the technical session held on Tuesday, August, 22, 2000 in the above-captioned matter. The Department requested that Rhythms provide documentation that it "followed the escalation procedures with respect to the alleged three-day outages in the Westford and Westborough central offices. Specifically, provide the trouble ticket histories, including the names of the Verizon representatives with whom Rhythms worked and who indicated that Rhythms' technicians would have to repair the virtual collocation equipment. In addition, please indicate the number of Rhythms customers who did not have service for any or all of this three-day period."

In response to this request, Rhythms encloses the two trouble ticket reports that became the master trouble tickets for the problems that were occurring at Westford and Westborough in the mid-July time frame. These trouble ticket reports contain all of the documentation requested by the Department, including the names of the Verizon representatives with whom Rhythms worked to identify and ultimately resolve the problems. In the interest of privacy, information relating to specific customers has been redacted.

There were over 50 trouble tickets reported during the timeframe where there were problems with the virtual collocation equipment that needed to be replaced at these two central offices. At least 20 of those trouble tickets can be directly traced to the problems with the equipment in the virtual collocation arrangement. The others troubles may or may not have been associated with these equipment problems.

Please let me know if there is additional information that the Department needs in connection with this request.

Sincerely,

Mary Jean Fell

Enclosures

cc: Cathy Carpino, Hearing Examiner  
99-271 Service List